Alexandrina Council

Age Friendly Action Plan

2017 – 2020

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Alexandrina Age Friendly Action Plan

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Lead consultant
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Prepared for
Alexandrina Council

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<th>Date</th>
<th>Reviewed</th>
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## Contents

1.0 Introduction.........................................................................................................................1

2.0 Active Ageing in Existing Strategies and Projects .................................................................2
  2.1 Planning to Support Active Ageing ................................................................. 2
  2.2 Housing and Services ................................................................. 3
  2.3 Physical Environment ............................................................................. 4
  2.4 Health and Wellbeing ........................................................................... 5
  2.5 Participation ......................................................................................... 5
  2.6 Summary .............................................................................................. 6

3.0 Who are we Planning for? .................................................................................................8
  3.1 Summary .............................................................................................. 8
  3.2 Demography and Projections .................................................................... 9
  3.3 Housing ............................................................................................... 9
  3.4 Health ................................................................................................... 9
  3.5 Community Strength and Participation ................................................ 10
  3.6 Maintaining Independence .................................................................... 10

4.0 Self-Assessment .............................................................................................................11
  4.1 Planning to Support Active Ageing ........................................................... 11
  4.2 Housing and Services ........................................................................... 12
  4.3 Physical Environment ........................................................................... 12
  4.4 Health and wellbeing ........................................................................... 12
  4.5 Participation ......................................................................................... 13

5.0 Learning from our community .........................................................................................14
  5.1 About the Survey Respondents .............................................................. 14
  5.2 Impression of Alexandrina Council Region ............................................ 14
  5.3 Design and Maintenance of Public Spaces and Buildings .................... 14
  5.4 Transportation ...................................................................................... 15
  5.5 Housing and Home Support Services ................................................... 15
    5.5.1 Home Support Services ............................................................... 16
  5.6 Social Participation ................................................................................ 16
  5.7 Social Inclusion, Civic Participation and Employment ......................... 17
    5.7.1 Employment, Unpaid Work and Volunteering ................................ 17
  5.8 Communication and Information .......................................................... 17
  5.9 Priority Areas for Improvement to make Council an Even Better Place to Grow Older ........... 18

6.0 Age Friendly Action Plan ...............................................................................................19
1.0 Introduction

The Alexandrina Council, with support from the Office for the Ageing, has prepared this Age Friendly Action Plan. The Action Plan will support Council to ensure Alexandrina Council is an even better place for people to grow older.

The plan builds upon Council’s existing strategies that support wellbeing and identifies objectives that are complementary with other concerns, such as public health, to avoid duplication, as well as identifying areas where specific action is needed to support active ageing. The plan will provide Council with an action-oriented document that complements the collaborative regional ageing taskforces.

Councils worked with planning consultants URPS, drawing upon the Age Friendly Neighbourhoods Guidelines and Toolkit for Local Government prepared by SA Health/ Office for the Ageing.
2.0 Active Ageing in Existing Strategies and Projects

It is important that the Age Friendly Action Plan draws upon the research, investigations and strategies developed by complementary projects.

This is particularly important for Alexandrina given the valuable work contained in Council’s Access and Inclusion Plan, Regional Public Health Plan and other initiatives which have the potential to support positive outcomes for older people.

This section of the report discusses relevant documents through an age friendly lens, using the five focus areas in the Age Friendly Toolkit for Local Government. The documents reviewed were:

- Alexandrina Council Community Strategic Plan 2014-23.
- Regional Public Health Plan for the Southern and Hills LGA including Alexandrina Action Plan.
- Southern Fleurieu Positive Ageing Taskforce Strategic Plan.
- Southern Fleurieu Positive Ageing Taskforce Community Consultation July 2011.
- Tapping the Demographic Dividend prepared by RDA Adelaide Hills, Fleurieu & Kangaroo Island.

2.1 Planning to Support Active Ageing

*Definition: There is an agreed understanding about the challenges and opportunities involved in meeting the needs of older people. This is reflected in council wide strategies and policies as well as in sector specific programs. There are clear plans for action including a framework for monitoring and reporting progress.*

In the area of planning, there are already a number of high level strategies and action oriented documents focused on supporting and enabling our older people. Some of these demonstrate an agreed understanding about the challenges and opportunities that an ageing community presents while others are focused on the community as a whole.

While Council’s Community Strategic Plan does not specifically reference older people, there is a strong emphasis on community wellbeing and ‘community participation across all age groups’. Its community strategic priorities also talk about “something for every age at every stage”.

Council’s Access and Inclusion Plan focused on the principle of access for all, with a particular focus on people with disabilities. Although the focus is upon disability, the emphasis on the right to participate in all aspects of community life and to ensure the right of equal access to services, resources and facilities provided by Council, also drives positive outcomes for older people.
The regional public health plan, while planning for the entire community, acknowledges the challenges and opportunities presented by ageing to achieving positive public health outcomes in the region.

Council’s participation in two regional ageing taskforces, both of which are involved in coordination of strategy and action across the region, demonstrates that there is an understanding, agreed direction and specific actions occurring in the area of ageing.

The Hills Positive Ageing Project, which incorporates the western (Strathalbyn) portion of Alexandrina provides a ten year action plan focused on the five areas of:

- the built environment;
- positive attitudes and image;
- community connection and participation;
- sustainable service delivery;
- employment and volunteerism.

The Southern Fleurieu Positive Ageing Taskforce Strategic Plan has a stronger focus on service delivery, oriented around the following strategies:

- Working with consumers, increase understanding of issues that relate to the wellbeing of older people in the Southern Fleurieu
- Support coordination of service delivery and collaboration of service providers for the wellbeing of older people in the Southern Fleurieu
- Advocate for quality services for older people in the Southern Fleurieu.

The Southern Fleurieu Taskforce commissioned focus groups and surveys of older people in the region in 2011 to build their understanding of the way older people interact with a range of services provided in the region, further developing our understanding of older people’s needs, experiences and desires.

Finally, the RDA’s business case document Tapping the Demographic Dividend demonstrates, from a regional economic development perspective, the opportunities that population ageing presents and the need to plan for these.

### 2.2 Housing and Services

**Definition:** Local government influences the location and design of housing through their planning and development policies, enabling older people to live in the accommodation of their choice, in the community of their choice. Councils broker or provide services that assist older people to live independently with targeted support.

Council’s Access and Inclusion Plan dedicates a section to planning and building services. The plan includes actions to ensure Council planning staff, and builders and developers working in the area, are aware of DDA and BCA requirements. There are also actions to ensure Council’s Development Plan promotes accessible and equitable development, and to encourage developers to use universal and adaptable access standards.
These actions address a number of important age-friendly principles, but gaps remain in the areas of housing diversity, and the design and location of housing specifically for older people.

The regional public health plan acknowledges the importance of housing to social and health outcomes, and the need to support older people to continue to live healthy and independent lives. Actions for the plan include encouraging affordable and appropriate housing through planning “with a particular focus on ageing in place”, advocating for the provision of emergency housing, “particularly in Strathalbyn” and continuing to seek funding for the Commonwealth Home Support program.

Housing and services are a focus in the Hills Positive Ageing Strategy, with particular emphasis on “affordable and adaptable housing (that) provides genuine choice for older people” and “local services (that) are provided in a way that fosters independence and supports ‘ageing in place’”.

The Southern Fleurieu Consultation identified that access to affordable low cost rental housing options, and access to aged care facilities and respite accommodation are existing issues in the region.

2.3 Physical Environment

Definition: The design, provision and maintenance of public spaces and buildings makes a positive contribution to older people’s ability to independently access and enjoy these places. Councils provide and maintain a safe walking environment which supports physical activity and enhances health and wellbeing.

Council’s Community Strategic plan speaks at a high level to, providing high quality integrated and healthy spaces and places, the diverse and dynamic use of community spaces and creating a “welcoming, accessible public spaces around natural and build environments”.

The Access and Inclusion Plan outlines a range of actions that support older people’s ability to independent access and to enjoy public spaces and buildings. These include reviewing egress and security for gophers, developing guidelines for the use of motorised wheelchairs at Council buildings and ensuring DDA and BCA compliance of Council buildings and buildings leased by Council.

In the area of parks, gardens and construction, actions address providing accessible play spaces, auditing footpaths and crossing points as the basis of upgrade programs, better compacting of gravel paths, improved signage, the positioning of street furniture and A-frame signage and proving more and better seating and shelter.

The Public Health Plan seeks a health-promoting physical environment through improved footpaths and trails, development and maintenance of open space networks, introduction of nature play and the activation of the public realm.

One of the thirteen goals of the Hills Positive Ageing Strategy was “a built environment that meets access, mobility and safety needs and encourages informal social connections”.

The Southern Fleurieu consultation identified physical access to buildings (e.g. heavy doors, narrow entrances) as a challenge in the region, along with the generally poor condition of existing footpaths.
2.4 Health and Wellbeing

*Definition: Councils’ facilities and programs provide opportunities for lifelong learning, health promotion and support, physical activity and social connection. Families and carers are assisted to maintain their own health and support networks.*

Connecting communities is the vision of Council’s Community Strategic Plan. "Participate in wellbeing” is one of the four aspirations linked to that vision. More specifically, the community strategic plan outlines the importance of core community services, matching community facilities to needs, and encouraging community participation across all age groups.

Supporting health and wellbeing is addressed in the Access and Inclusion Plan through its emphasis on providing information in a range of different ways and improving information about community services.

The Public Health Plan identifies the need to support the ageing and older population to continue to live healthy and independent lives, and encourage healthier lifestyles, particularly in the Coast SLA, where there are higher rates of some diseases. The Plan notes that there is general undersupply of health services in the region, and recommends that Council continue to provide programs, referrals and services through Alexandrina Community Connect.

The Hills Positive Ageing Strategy identified information and community centres, and community connection/social support as shortfalls in the region, and identified opportunities to improve access to information and services. Community connection and participation was one of the five priority areas in the strategy.

The Southern Fleurieu Positive Ageing Taskforce Strategic Plan emphasises coordination of services, through networking, partnerships and resource and information sharing among service providers and older people using services. The plan foresees the taskforce playing an advocacy role to help deliver better services to older people in the region.

The Southern Fleurieu Consultation identified health and wellbeing service gaps in the region, from groups that promote social connection, to community visitor schemes, improved community transport, information about how to access primary health services, better specialist services and expos that showcase locally available services, programs and facilities.

2.5 Participation

*Definition: There are opportunities for older people to continue to contribute to their communities through paid employment or voluntary work. Older people are supported to engage in the political process and in a wide range of formal and informal social activities.*

Alexandrina Council emphasises community participation, albeit not the specific participation of older people, in its Community Strategic Plan.

The Access and Inclusion Plan contains a number actions to address barriers that people with disability face to employment with Council, as well as providing work experience, and educating businesses about the benefits of inclusive employment practices. These actions have a connection with, but are not the same, as the guidelines for age friendly employers.
The Access and Inclusion Plan also contains actions aimed at ensuring people with disabilities can participate in Council’s consultation processes, and providing communication/disability awareness training for customer service staff.

The Public Health Plan addresses participation in the context of Council continuing to provide community services and volunteering opportunities/support.

The Hills Positive Ageing Strategy emphasises the positive attitudes toward the portrayal of older people, recognising and celebrating their achievements and involving older people in decisions that impact on their lives.

2.6  Summary

The following table summarises the way in which each of the reviewed documents considers the five age friendly focus areas:

<table>
<thead>
<tr>
<th>AGE FRIENDLY FOCUS AREAS</th>
<th>Planning</th>
<th>Housing/ Services</th>
<th>Physical Environment</th>
<th>Health/ Wellbeing</th>
<th>Participation</th>
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</thead>
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<tr>
<td>Community Strategic Plan 2014-23</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Access and Inclusion Plan 2015-2018</td>
<td>✓ ✓ ✓</td>
<td>✓</td>
<td>✓ ✓ ✓</td>
<td>✓ ✓</td>
<td>✓</td>
</tr>
<tr>
<td>Regional Public Health Plan</td>
<td>✓ ✓ ✓</td>
<td>✓</td>
<td>✓ ✓</td>
<td>✓ ✓</td>
<td>✓</td>
</tr>
<tr>
<td>Hills Positive Ageing Strategy 2020</td>
<td>✓ ✓ ✓</td>
<td>✓</td>
<td>✓ ✓</td>
<td>✓ ✓</td>
<td>✓</td>
</tr>
<tr>
<td>Southern Fleurieu Positive Ageing Taskforce Strategic Plan</td>
<td>✓ ✓ ✓</td>
<td>✓</td>
<td>✓ ✓</td>
<td>✓ ✓</td>
<td>✓</td>
</tr>
<tr>
<td>Southern Fleurieu Positive Ageing Taskforce Community Consultation July 2011</td>
<td>✓ ✓ ✓</td>
<td>✓</td>
<td>✓ ✓</td>
<td>✓ ✓</td>
<td>✓</td>
</tr>
<tr>
<td>Tapping the Demographic Dividend</td>
<td>✓ ✓ ✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

✓ - mention
✓ ✓ - consideration
✓ ✓ ✓ - comprehensive consideration
To summarise, the review of existing plans, strategies and documents, through an age friendly lens, demonstrates that:

Understanding of, and planning for the needs of older people is generally well advanced.

Taking policy around affordable and adaptable housing into practice remains a challenge.

More work is needed around the location and design of housing for older people, as well as housing diversity.

The Access and Inclusion Plan addresses most of the requirements of age friendly guidelines for the physical environment.

Council’s Strategic Plan vision of connecting communities provides a good framework to discuss the health, wellbeing and community participation needs of older people.

Existing strategies around information provision for people with disabilities could be expanded to become age-appropriate.

Existing opportunities to participate in civic life could be expanded to consider the needs of older people.

There is little understanding of the concept of age-friendly employers.

Existing strategies around customer service/communication for people with disabilities could be expanded to also be age-friendly.
3.0 Who are we planning for?

A targeted population profile has been prepared for Alexandrina Council, using the template provided in the Age Friendly Neighbourhoods Guidelines and Toolkit for Local Government prepared by SA Health/ Office for the Ageing. The template assists in identifying key datasets to assist understanding of the age structure of the population and key indicators around housing, health, wealth and participation.

3.1 Summary

The Alexandrina Council is well known to be a desirable location for retirees, and in 2011, more than 23% of the population or more than 5,500 people were over the age of 65. By 2026, this is expected to exceed 9,000 people or close to 30% of the total population.

The Council area displays rates of mortgage stress, and in particular, rental stress well above state averages. In 2011, 35% of the Council area’s low-income households who were renting were experiencing rental stress, approximately 10% higher than the rate across the state. This may be partially attributable to a smaller overall supply of rental housing – only 21% of dwellings are rented, compared with 28% for the state. This correlates with above average proportions of households who own their housing outright.

The housing stock in Alexandrina is not particularly diverse, with 90% of dwellings being separate houses, and consequently there is a very limited supply of semi-detached or unit type housing.

The Council area contains more residential aged care places per head of population – this is to be expected given the higher proportions of older people in the community. Similarly, rates of HACC assistance are slightly above average.

Alexandrina displays high levels of community participation, with more than 28% of the population over 65 reporting as volunteering, well above the SA figure of 21%. When compared with the state, there is a slightly higher rate of labour force participation amongst the over 65 age group, and a slightly lower rate of older people providing childcare. Home internet connections are on-par with the state-wide trends.

Less than 4% of households in Alexandrina do not have access to a car, which is around half the rate across the state. Given the lack of public transport services this represents a significant number of people likely to experience the effects of transport disadvantage. Less than 15% of older people need assistance with core activities to maintain independence, below the figure for South Australia of 18%. Nearly 600 HACC clients live alone, and a slightly larger number are living with a carer. When compared with the state-wide figures, proportionally fewer HACC clients in Alexandrina live alone, and proportionally more are living with a carer.

These trends are supported by the data contained in the following tables.
3.2 Demography and Projections

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Alexandrina 2011 Census</th>
<th>Alexandrina 2026 Projection</th>
<th>SA 2011</th>
<th>SA 2026</th>
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<tr>
<td>Total Population</td>
<td>23,699</td>
<td>31,119</td>
<td>1,596,572</td>
<td>1,935,161</td>
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<tr>
<td>Total Population 55 years+</td>
<td>9,404</td>
<td>13,497</td>
<td>457,160</td>
<td>633,589</td>
</tr>
<tr>
<td>% of population 55 years+</td>
<td>39.7</td>
<td>43.4</td>
<td>28.6</td>
<td>32.7</td>
</tr>
<tr>
<td>Total population 65 years+</td>
<td>5,596</td>
<td>9,077</td>
<td>257,551</td>
<td>405,454</td>
</tr>
<tr>
<td>% of population 65 years+</td>
<td>23.6</td>
<td>29.2</td>
<td>16.1</td>
<td>21.0</td>
</tr>
<tr>
<td>Total Population 85 years+</td>
<td>579</td>
<td>1,160</td>
<td>38,156</td>
<td>60,700</td>
</tr>
<tr>
<td>% of population 85 years+</td>
<td>2.4</td>
<td>3.0</td>
<td>2.4</td>
<td>3.1</td>
</tr>
</tbody>
</table>

Data Sources: ABS 2011 Census and Department of Planning, Transport and Infrastructure Population Projections.

3.3 Housing

<table>
<thead>
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<th>Indicator</th>
<th>Data Source</th>
<th>Alexandrina</th>
<th>SA</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of households experiencing rental stress (2011)</td>
<td>Social Health Atlas</td>
<td>35.3</td>
<td>25.9</td>
</tr>
<tr>
<td>% of households experiencing mortgage stress (2011)</td>
<td>Social Health Atlas</td>
<td>12.7</td>
<td>8.9</td>
</tr>
<tr>
<td>Separate House - % of dwellings (2011)</td>
<td>ABS Census</td>
<td>92.6</td>
<td>70.4</td>
</tr>
<tr>
<td>Semi-detached house - % of all dwellings (2011)</td>
<td>ABS Census</td>
<td>4.2</td>
<td>9.5</td>
</tr>
<tr>
<td>Flat/unit - % of all dwellings (2011)</td>
<td>ABS Census</td>
<td>1.8</td>
<td>7.8</td>
</tr>
<tr>
<td>Fully owned home -% of all dwellings (2011)</td>
<td>ABS Census</td>
<td>40.3</td>
<td>32.8</td>
</tr>
<tr>
<td>Purchasing home - % of all dwellings (2011)</td>
<td>ABS Census</td>
<td>34.2</td>
<td>35.3</td>
</tr>
<tr>
<td>Renting home - % of all dwellings (2011)</td>
<td>ABS Census</td>
<td>21.2</td>
<td>27.9</td>
</tr>
<tr>
<td>Lone person households of persons aged over 65 - % of total population (2011)</td>
<td>ABS Census</td>
<td>5.2</td>
<td>4.5</td>
</tr>
<tr>
<td>Residential aged care - places per 1000 population over 70 (2011)</td>
<td>Social Health Atlas</td>
<td>115.2</td>
<td>93.2</td>
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3.4 Health

<table>
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<th>Indicator</th>
<th>Data Source</th>
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<th>SA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fair or poor self-assessed health (2011-13) (rate per 100)</td>
<td>Social Health Atlas</td>
<td>15.0</td>
<td>15.6</td>
</tr>
</tbody>
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ALEXANDRINA COUNCIL
## 3.5 Community Strength and Participation

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Data Source</th>
<th>Alexandrina</th>
<th>SA</th>
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</thead>
<tbody>
<tr>
<td>Support in times of crisis from persons outside the household (rate per 100) (2010)</td>
<td>Social Health Atlas</td>
<td>92.1</td>
<td>91.9</td>
</tr>
<tr>
<td>Volunteer regularly for organisation or group - % of population over 65 (2011)</td>
<td>ABS Census</td>
<td>28.3</td>
<td>20.8</td>
</tr>
<tr>
<td>Labour force participation % of population over 65 (2011)</td>
<td>ABS Census</td>
<td>13.2</td>
<td>9.6</td>
</tr>
<tr>
<td>Provider of unpaid childcare - % of population over 65 (2011)</td>
<td>ABS Census</td>
<td>8.6</td>
<td>10.9</td>
</tr>
</tbody>
</table>

## 3.6 Maintaining Independence

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Data Source</th>
<th>Alexandrina</th>
<th>SA</th>
</tr>
</thead>
<tbody>
<tr>
<td>No access to private motor vehicle -% of total dwellings (2011)</td>
<td>ABS Census</td>
<td>3.8</td>
<td>8.7</td>
</tr>
<tr>
<td>Need assistance with core activities - % population over 65 (2011)</td>
<td>ABS Census</td>
<td>14.5</td>
<td>18.4</td>
</tr>
<tr>
<td>Proficiency in spoken English - speaks English not well or not at all - % of overseas born population (2011)</td>
<td>ABS Census</td>
<td>0.4</td>
<td>9</td>
</tr>
<tr>
<td>Internet connection at home - % of total dwellings (2011)</td>
<td>ABS Census</td>
<td>73.1</td>
<td>73.2</td>
</tr>
<tr>
<td>Total instance of HACC assistance (2012/13) rate per 1000</td>
<td>Social Health Atlas</td>
<td>112.7</td>
<td>110.4</td>
</tr>
<tr>
<td>HACC clients living alone (2012/13) - number</td>
<td>Social Health Atlas</td>
<td>578</td>
<td>35,203</td>
</tr>
<tr>
<td>HACC clients living alone (2012/13) - % of clients</td>
<td>Social Health Atlas</td>
<td>27.7</td>
<td>34.0</td>
</tr>
<tr>
<td>HACC clients with a carer (2012/13) - number</td>
<td>Social Health Atlas</td>
<td>618</td>
<td>27,320</td>
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<tr>
<td>HACC clients with a carer (2012/13) - % of clients</td>
<td>Social Health Atlas</td>
<td>29.6</td>
<td>26.4</td>
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</table>
4.0 Self-Assessment

The Age Friendly Toolkit for Local Government includes a self-assessment tool that is based upon the WHO Age Friendly Cities Checklist and the South Australian Guidelines for Age Friendly Neighbourhoods. The self-assessment tool is structured around the following five focus areas which reflect the areas in which local government is involved in ageing:

1. Planning to support active ageing
2. Housing and services
3. Physical environment
4. Health and wellbeing
5. Participation.

For each of these areas, the toolkit described a number of desirable outcomes, as well as a simple scoring system so participants can indicate the extent to which the outcome is being achieved in their Council area. The toolkit also includes a number of discussion points/questions to enable more in depth consideration of the topics.

The self-assessment workshop was held at the Goolwa office of Council on 3rd December 2015.

The age friendly toolkit emphasises the importance of collaborative efforts from staff from all areas of council operations to facilitate effective planning and action for active ageing. For these reasons, a range of Council operational areas were invited to participate in the workshops, including but not limited to corporate planning, engineering, planning, customer services, libraries, asset management, community engagement and community services.

A summary of the key themes from the workshop are included below.

4.1 Planning to Support Active Ageing

Some participants indicated that there is an agreed understanding of what contributes to age friendly environments and communities across Council, while others thought that this understanding is limited.

When asked about levels of understanding of population characteristics and changes in Alexandrina, participants indicated that although there is good demographic analysis, it is not well communicated between Council areas and that the information does not always inform policy and practice.

Participants agreed that Council’s strategic plan does specifically recognise older people, but when it comes to implementing any actions, ageing is seen as the responsibility of the community services team.
4.2 Housing and Services

In the area of housing and services, it was noted that Council’s Development Plan does not currently contain planning policy that facilitates the provision of 15% affordable housing, nor are there any incentives to drive the construction of adaptable housing.

Participants commented that supported accommodation is encouraged to be located on sites suitable for older people through the Development Plan, but there is not policy to influence the location of other forms of housing that older people may choose to live in.

It was noted that Council does not have control over the social integration of housing for older people, and the extent to which it blends with other forms of residential development. It was stated that these aspects are generally market driven.

Participants identified that many older people live in neighbourhoods that are not within walking distance from shops and services, which undermines opportunities for social inclusion and quality of life.

Council is not actively involved in supporting older people needing to modify their homes to maintain independent living. Participants commented that there are no specific services/programs but Council does provide some information.

Finally, participants thought that Council is not very active in supporting older people to stay safe during emergency situations.

4.3 Physical Environment

For a number of physical environment outcomes, participants identified that progress is being made with the implementation of Council's Access and Inclusion Plan. It was noted that in many areas, new infrastructure, facilities or renovations are meeting the relevant standards while things that are already constructed do not and are not necessarily being retrofitted.

One area that was identified as needing more work is considering the needs of motorised transport, such as through the provision of gopher recharge points and parking. This was identified as being particularly important given that some older people may not be living close to shops/services and therefore travel longer distances in their gophers/scooters.

Similarly, providing seating that allows for face-to-face conversation, or which can be moved to facilitate this, was identified as an area for improvement.

4.4 Health and wellbeing

In the area of health and wellbeing, participants identified that Council provides a range of programs and activities that support health and wellbeing, and foster social inclusion and lifelong learning. Although there are no community centres, there are libraries, the Positive Ageing Centre, the Community Connect program and other outreach programs and services.
Participants considered that Council plays an active role in coordinating age care, health and social support services, and that the provision of services extends beyond what is typically required of local government.

Although Alexandrina Council is not serviced by a local public transport service, participants commented that there is an active community transport system and taxis. One gap is access taxis in Strathalbyn.

4.5 Participation

It was identified that participation of older people in community life could be improved through ensuring that buildings used for events and community activities are age friendly, and suggested that an audit may be useful.

In the area of consultations provided by Council, it was noted that although there are not deliberate efforts targeting older people, people in the age group tend to be well represented in consultation activities.

It was identified that there are a range of ways in which older people are being recognised, including through the two regional positive ageing taskforces that Council participates in.

Participation in community life and social inclusion are fostered through the Alexandrina Centre for Positive Ageing, the Community Connect program and a range of community events.

Volunteering was identified as a strength, with strong volunteering programs, good recognition for volunteers and good systems for volunteer management/coordination.

An area for improvement is Council setting an example for all workplaces in being an age-friendly employer, through for example, flexible working arrangement, age friendly retirement and retraining and skill development opportunities.
5.0 Learning from our Community

In March and April 2016, Council staff and volunteers supported 110 residents to complete surveys designed to ascertain how accessible, supportive and inclusive the Alexandrina Council is for its older residents. The results of this survey are provided in Appendix A.

5.1 About the Survey Respondents

Over 84% of those completing the survey were aged 60 and over with 18% aged over 80. Respondents came from Strathalbyn (36%), Goolwa (34%) and Port Elliot (13%) with smaller numbers from 7 smaller townships and communities.

Over one third of all respondents had lived in the area for more than 20 years with almost another third (29%) residents for between 10 and 19 years. It would be expected that these people would be familiar with what is available for older people in their community. 19% of survey respondents have lived in the area for less than 5 years.

5.2 Impressions of Alexandrina Council Region

The most valued aspects of where people live are the natural environment, friendly people and a sense of community and the country feel and lifestyle. People also appreciated the peace and tranquillity and access to good facilities and services.

Respondents were asked about any improvements they would like to see in their area. The highest response (30%) related to improving footpaths including providing footpaths in some areas. Other infrastructure improvements were suggested including improved wheelchair access to streets and shops, better street drainage, improved lighting, road quality and safety and more age and disability friendly parking.

The lack of public transport options was also noted as an area needing improvement.

Smaller numbers of respondents mentioned the need to better control corellas and maintenance and improvement of health services.

5.3 Design and Maintenance of Public Spaces and Buildings

Survey respondents are physically active with 86% reporting that they walk around their neighbourhood on most days. The majority felt that they were able to walk to a local shop (63%), a local park or reserve (77%) and to visit friends (65%).

The places that these people walk mostly do not have seats and do not have even surfaces free from trip hazards. Almost half of these paths do not have shade, kerb-ramps where they are needed, directional signage or room for a wheelchair or gopher user to safely pass a pedestrian.
A significant majority of survey respondents felt safe walking alone during the day or with a companion (over 80%), however only 30% felt safe walking alone at night. The main reasons were lack of lighting, lack of footpaths or unsafe footpaths and the potential threat from other people.

The overwhelming majority of respondents reported that there was easy access to the following Council owned/managed facilities:

- Libraries 88%
- Council Offices 80%
- Parks 69%

Less than half of the respondents rated access to the Alexandrina Centre for Positive Ageing as easy. This may be due to residents in other parts of the Council area not being familiar with the Centre.

Issues associated with ease of access were noted, including inadequate car parking, lack of kerb ramps and difficulties getting onto the beach. Other respondents mentioned privately owned shops, pubs and cafes being hard to access. Council is unable to require existing businesses to change the access to their premises.

### 5.4 Transportation

Just over half of the respondents knew about the community transport service (n = 58) and 40% of these had used the service. The majority of respondents drive themselves (n = 85) or walk (n = 63). Others rely on family and friends (n = 35) or taxi (n = 20). A number of respondents cycle (n = 19).

Most respondents (57%) considered that there were sufficient safe spaces for parking bikes, gophers at Council facilities. However, one-fifth (20%) considered that there were not enough such spaces or they were not always available.

### 5.5 Housing and Home Support Services

The significant majority of respondents live in a separate house with garden (87%) with around 10% living in either a retirement estate or a unit with a shared garden.

While 54% of respondents believed their house would be suitable if they experienced a mobility impairment or other disability, a significant proportion (30%) indicated that their present home would not be suitable due to factors such as internal or external steps (n = 21), unsuitable bathroom or toilet (n = 9) or difficulty in widening doors/aisles and adding support railings (n = 9).

However, the majority (59%) of respondents felt that their present home could be modified with the installation of ramps, hand rails and changes to the bathroom and/or toilet. In fact 16% of respondents indicated that they had already made these modifications.

For those who considered they could not modify their home the cost of major renovations was the most significant barrier.
Most respondents were unsure if they would be able to find a more accessible home in their area if they needed to move (40%) with 20% saying they thought there would not be suitable housing available at an affordable price.

5.5.1 Home Support Services
Surprisingly, given their length of residence in the area, almost one-third of residents did not know or were unsure about how to access in-home support services.

However for those who didn’t know, Council or ACPA would be the first port of call for most of them (n = 15) with doctors, health professionals, family members and the internet also being used.

Almost half of the respondents had used in-home support services at some time in the past and half of these had accessed services provided by Council.

The most commonly used services were cleaning (29), gardening (24) and personal care (14).

Almost all of these who received service provided by Council were either satisfied or very satisfied with the service they had received.

5.6 Social Participation
Almost 70% of respondents reported that they are able to participate in learning opportunities in their local area with popular sources of learning being:
- The University of the Third Age (n = 43)
- Courses at Libraries (n = 43)
- Courses at Community Centres (n = 33)
- Workers Education Association (n = 12)

Courses at other venues and online learning were also used by respondents.

Respondents would like to participate in a range of computer and IT related courses and film and photography courses. A range of other learning opportunities were identified.

With regard to the accessibility of Council’s general community events, the majority (82%) felt that the venues were accessible, they were able to attend alone (75%), the times were suitable (67%) and they were affordable (75%).

There were many positive responses to the Council events they had attended, however some respondents noted the lack of advance notice and access issues at some events.

Respondents are interested in arts events, music concerts, festivals (especially outreach events from Adelaide), community celebrations and water-based sporting events.

Almost half of the respondents participate in multi-generational community events and consider that events such as Christmas pageants and carols, sporting events and festivals bring all ages together.
5.7 Social Inclusion, Civic Participation and Employment

Almost 70% of respondents considered that Council’s customer services and libraries were sensitive to the needs of older people. A significant proportion of respondents indicated that they were unsure (18%) possibly reflecting their limited use of these services.

Many respondents are not aware of any specific assistance Council may provide to people with sight or hearing impairments.

One-third of respondents reported commenting on Council’s plans and activities. They were most likely to comment on strategic planning, urban development and town planning, community programs, infrastructure and parks and environmental management.

The majority of those who had participated in Council consultations rated the experience as good or very good (70%).

Those who had not participated gave their main reasons as lack of time, not being aware of the opportunity or not being interested or affected by the topic.

5.7.1 Employment, Unpaid Work and Volunteering

Only 10% of respondents were involved in paid work with most working less than 22.5 hours per week.

Almost one-fifth of respondents are caring for someone else and for half of these this takes more than 30 hours a week.

While 84% of respondents felt there were opportunities to volunteer in their local community, 59% of respondents actually volunteer with two-thirds of these providing at least one day of voluntary work per week.

Many of these volunteer in the care and well-being of older residents, environmental and gardening programs and a range of community organisations.

Some respondents indicated an interest in volunteering opportunities working with older people, children, computer training and assisting at the Visitor Information Centre, Op Shop or with gardening.

5.8 Communication and Information

60% of respondents have access to free public computers with internet. Libraries are the most popular location for accessing this facility.

Most people (90%) felt they were able to access information about health issues and programs that support physical activity and social connection. Doctors were their primary information source (n = 76) followed by libraries (n = 54), local newspapers (n = 52), Council (n = 51), Chemists (n = 50) and the internet (n = 50).
5.9 Priority Areas for Improvement to make Council an Even Better Place to Grow Older

The following suggestions were made most frequently:

- Footpath provision and maintenance.
- Improved access to public transport, including a community bus link to Adelaide services.
- Improved pedestrian environment – shade, seating with backs, beach access and better lighting.
- Improvements to road safety including more pedestrian crossings, reduced through traffic.
- More parking, including disabled parking.
- More activities for older people including better communication about existing activities.
- Improved community consultation processes, including providing feedback to those who commented.
6.0 Age Friendly Action Plan

Theme 1: Planning to Support Active Ageing

Goal: The Alexandrina Council expresses its commitment to becoming an age-friendly community through its plans, policies and programs.

<table>
<thead>
<tr>
<th>Strategies Responsibility</th>
<th>Actions</th>
<th>Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Incorporate the principles of age-friendly environments and communities in Council’s Community Strategic Plan.</td>
<td>Incorporate age friendly ratings in budget bids against CSP priorities to help inform elected body.</td>
<td>Finance/ Strategy Dept.</td>
</tr>
<tr>
<td>2. Support the implementation of the Access and Inclusion Plan as a way to address the requirements of age-friendly guidelines for the physical environment.</td>
<td>Provide education and awareness raising for all staff about Access and Inclusion plans and how to apply them. Establish an informal cross Council Working Group to ensure that new developments and changes to Council services and facilities take into account their impacts on older people, both residents and visitors. Encourage the community to identify access issues and bring them to Council’s attention. Review the location and design of kerb ramps and pedestrian crossings within high pedestrian traffic areas to ensure that these support wheelchair and gopher movements.</td>
<td>Wellbeing department. Customer services. Infrastructure, Planning and Development</td>
</tr>
<tr>
<td>3. Council uses accountability mechanisms to ensure the Age Friendly Plan is implemented and reviewed.</td>
<td>Establish a working group to monitor implementation of the plan and report back to internal and external stakeholders.</td>
<td>Community Wellbeing Working group</td>
</tr>
</tbody>
</table>
### Theme 2: Housing and Services

**Goal:** People are supported to live independently and age well through appropriate and affordable housing and in-home services.

<table>
<thead>
<tr>
<th>Strategies Responsibility</th>
<th>Actions</th>
<th>Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Encourage housing diversity in locations close to shops and services.</td>
<td>Ensure that housing diversity is included in Council’s Development Plan and Design Code. Create a Community Hub for an ageing population.</td>
<td>Town Planners Strategic Planning and Development Policy Committee</td>
</tr>
<tr>
<td>2. Find ways to engage housing developers and builders in providing affordable housing that meets Liveable Housing Design guidelines.</td>
<td>Consult architects and hold training sessions with builders and developers. Increase requirements for affordable housing. Negotiate with developers to ensure that future housing and development is multipurpose and adaptable.</td>
<td>Strategic Planners</td>
</tr>
<tr>
<td>3. Explore the implications of the low supply of rental housing and high cost of rental properties on older people’s ability to “down size” or move into the area to be close to family and/or services.</td>
<td>Advocate for low cost housing within Alexandrina Council area. Maintain support for lifestyle options for retirees through the Community Strategic Plan Work with communities to develop their own plans and include an age friendly lens.</td>
<td>Town planners</td>
</tr>
<tr>
<td>4. Identify a way to use the Residential Design Guidelines for Age Friendly Living to: assist older people wishing to modify their homes provide information to building designers and tradespeople.</td>
<td>Incorporate Residential Design for Age-Friendly Living Guidelines into planning ahead and designing for retirement and assisted living. Make copies of these Guidelines available in Council libraries.</td>
<td>Building compliance officers</td>
</tr>
</tbody>
</table>
### Theme 2: Housing and Services

**Goal:** People are supported to live independently and age well through appropriate and affordable housing and in-home services.

<table>
<thead>
<tr>
<th>Strategies</th>
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<th>Key Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Advocate for the provision of cross-regional public transport that provides links between towns and existing services to Adelaide, Strathalbyn and Victor Harbor.</td>
<td>Build on the South Coast Transport Scheme, expanding services for medical transport through the use of volunteer drivers. Prioritise the Goolwa to Victor Harbor route for additional services. Explore increased funding for SCTS though all available options. Build collaborative relationships between Councils to expand transport services across the region.</td>
<td>Community Well-Being team</td>
</tr>
<tr>
<td>6. Continue to monitor the potential impacts of My Aged Care and changes to the funding models for in-home support services.</td>
<td>Act as information point for older residents, their carers and families. Continue to support an information point on Alexandrina Connect and Goolwa Hub. Develop information points in all our townships. Utilise digital options such as screens dedicated to My Aged Care in existing facilities including libraries. Monitor funding arrangements for services for older people and position Council to use opportunities that arise.</td>
<td>Council libraries Community Well-being team</td>
</tr>
</tbody>
</table>
### Theme 3: The Physical Environment

**Goal:** Public spaces, including streets and footpaths and public buildings are safe, accessible and support physical activity and social connection.

<table>
<thead>
<tr>
<th>Strategies</th>
<th>Actions</th>
<th>Key Responsibility</th>
</tr>
</thead>
</table>
| 1. Involve community members in the prioritisation of the investment in footpath construction and maintenance, including provision of lighting and street furniture. | Undertake wider thorough public consultation on the Footpath Master Plan that includes:  
- Maintenance  
- Construction  
- Lighting  
- Street furniture.  
Review Footpath Master Plan to ensure age-friendly principles are reflected. | Infrastructure, Planning and Development |
| 2. Develop facilities that encourage the use of public buildings and spaces for older people. | Trial the introduction of conversational seating including moveable seats with backs and arms in two or three highly visited parks.  
Establish guidelines for pilot program.  
Identify 2 – 4 parks to trial program.  
Advertise an EOI for a pilot program. | Engineering services |
| 3. Support the extended use of electric transport in our townships. | Explore installation of a variety of charge points for electric mobility assistance.  
Explore where and how gopher charging points could be provided to enable residents to access a range of places within townships  
Identify Council buildings and parks that have capacity and available power. | Infrastructure, Planning and Development |
### Theme 3: The Physical Environment

**Goal:** Public spaces, including streets and footpaths and public buildings are safe, accessible and support physical activity and social connection.

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<tr>
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<th>Key Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Ensure that people with limited mobility have easy access to events and festivals.</td>
<td>Ensure that the Alexandrina Events Kit includes adequate provisions for access for people limited mobility. Explore ways to provide more drop-off points and accessible parking and viewing areas for events and festivals.</td>
<td>Tourism &amp; Events</td>
</tr>
<tr>
<td>5. Promote existing facilities that support beach access for people in wheelchairs or with limited mobility.</td>
<td>Include mobility access on Council website. Draft a philosophy and policy on access to ocean and river foreshore areas. Identify key locations for additional accessible facilities. Prepare a cost benefit analysis of providing additional accessible facilities.</td>
<td>Infrastructure Planning and Development</td>
</tr>
<tr>
<td>6. Undertake an audit of main street shopping areas to identify access issues.</td>
<td>Undertake an education campaign to educate businesses about the benefits of accessible buildings. Identify access issues and work with businesses to address these.</td>
<td>Economic Development Plan</td>
</tr>
</tbody>
</table>
**Theme 4: Health and Wellbeing**

**Goal 1:** Across Alexandrina there are opportunities for lifelong learning, physical and activity and social connection that support older people’s wellbeing.

**Goal 2:** Older people, their families and carers are able to access information that enables them to maintain and manage their health.

<table>
<thead>
<tr>
<th>Strategies</th>
<th>Actions</th>
<th>Key Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Continue to support and promote learning opportunities available within the area.</td>
<td>Identify and map learning opportunities available in our region. Promote learning opportunities to older residents.</td>
<td>Community wellbeing – Community Development Officer</td>
</tr>
<tr>
<td>2. Further develop use of Council libraries and facilities as venues for promoting and delivering community education and training.</td>
<td>Identify and map existing providers/opportunities for IT courses, art/craft/film/photography classes. Undertake needs analysis in relation to IT/arts courses and use this to inform planning for these programs/courses. Establish links and collaborate with TAFE and other training groups to promote IT and arts courses/classes. Advocate to existing providers re gaps in IT/arts courses provision. Investigate opportunities for intergenerational teaching/learning, eg learning opportunities at schools for older residents involving school age children.</td>
<td>Community Connect, Library, customer service, VICs</td>
</tr>
<tr>
<td>3. Provide and/or promote opportunities for health education and promotion by relevant organisations.</td>
<td>Support and encourage the Positive Ageing Task Forces. Support and promote the extension of health promotion programs, eg OPAL and links to Regional Public Health Plan. Develop relationships with community organisations/peak bodies/NGO’s in order to support their services being provided and promoted in our region. Advocate to State/Federal Government for funding to provide adequate health education and promotion services.</td>
<td>Community Connect</td>
</tr>
</tbody>
</table>
Theme 4: **Health and Wellbeing**

**Goal 1:** Across Alexandrina there are opportunities for lifelong learning, physical and activity and social connection that support older people's wellbeing.

**Goal 2:** Older people, their families and carers are able to access information that enables them to maintain and manage their health.

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<tr>
<th>Strategies</th>
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<th>Key Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Expand opportunities for physical activity for older people with a focus on beach and bush walking, gardening and muscle strengthening exercise.</td>
<td>Encourage local sporting clubs to provide activities appropriate for older residents.</td>
<td>Community Well-being Team</td>
</tr>
<tr>
<td></td>
<td>Explore opportunities for additional infrastructure to support older residents to access outdoor recreation sites eg beaches and rivers.</td>
<td>Infrastructure, Planning and Development Engineering</td>
</tr>
<tr>
<td></td>
<td>Identify and promote existing infrastructure that supports older residents to access outdoor recreation sites.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Promote and enhance existing programs that enable older residents to engage in physical activity.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Promote importance of physical activity for health and wellbeing to community.</td>
<td>Community Well Being Team</td>
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</tbody>
</table>
Theme 5: Participation and Inclusion

**Goal:** Council and our community acknowledge the contribution of older people to the life of our district and support their active participation.

<table>
<thead>
<tr>
<th>Strategies</th>
<th>Actions</th>
<th>Key Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Enhance age friendly focus within customer service.</td>
<td>Establish customer service training for all staff around the needs of older people and people with disabilities who may need support to access information or services. Establish training needs analysis for all staff regarding: - Interpreting and CALD services - Dementia Awareness training - Mental Health Awareness - Better connections between community hub and library customer service. Include existing volunteer training and extension of training to outdoor staff.</td>
<td>Communications</td>
</tr>
<tr>
<td>2. Review Council’s communication tools to ensure that these are age-friendly in style, format and content and that they portray positive images of older people.</td>
<td>Consult older people to ensure that the Council website is accessible to them and promotes parking, parks &amp; gardens with disability access. Review other relevant communication tools and community boards for large font and simple style eg Facebook/events lists/brochures, One Stop Shop! (for example “Across Fleurieu”, Barossa Food, wine &amp; tourism). Review existing style guide for age-friendly features. Development email distribution lists to promote library programs, events. Develop brochure to promote and support access to “My Aged Care”</td>
<td>Communications, Library programs, Community Well Being</td>
</tr>
</tbody>
</table>
### Theme 5: Participation and Inclusion

**Goal:** Council and our community acknowledge the contribution of older people to the life of our district and support their active participation.

<table>
<thead>
<tr>
<th>Strategies</th>
<th>Actions</th>
<th>Key Responsibility</th>
</tr>
</thead>
</table>
| 3. Ensure Council is an age friendly employer. | Document Council’s current practices as an age-friendly employer and identify stretch targets to enhance these in the next five years.  
Put in place practices to support existing staff as they age to remain in the workplace and achieve work/life balance.  
Monitor future employment and recruitment practices so that they do not disadvantage older candidates.  
Utilise existing Enterprise Bargaining Agreement to create age friendly employment conditions. | Human Resources |
| 4. Continue to develop interesting and rewarding opportunities for volunteering, especially for those newly or about to be “retired” from the paid workforce. | Support the RDA’s “Tapping the Demographic Dividends” project initiative to investigate and develop a regional mentoring and skills/project-based volunteering model for the community.  
Review existing volunteering programs to utilise new skills identified within the community.  
Expand and actively promote volunteering opportunities within the community.  
Identify gaps within staff work areas that could be filled by appropriately skilled volunteers. | Human Resources  
Community Well Being Team |
| 5. Ensure Council consultation processes reflect the needs of our older community. | Review recent consultation processes to identify the ways that the views of older people were sought, considered and responded to.  
Use the findings to update Council’s Consultation Policy.  
Check that Council’s Consultation Policy includes two way communication channels and serves existing networks as well as new residents and those within 5 years of retirement  
Establish focus groups on specific issues or use existing groups such as retirement village groups. | Governance and Communications Team |
Appendix A
ALEXANDRINA COUNCIL

AGE FRIENDLY COMMUNITIES SURVEY RESULTS

Prepared by  Kylie Markow
Date  22 August 2016

In March and April 2016, the Alexandrina Council sought feedback from the community to ascertain how accessible, supportive and inclusive the Alexandrina Council region is for its older residents.

A community survey was designed by Urban and Regional Planning Solutions to collect this feedback in relation to South Australia’s Age Friendly Neighbourhoods Guidelines. These eight guidelines provide benchmarks to assess Alexandrina Council’s performance on a range of aspects that influence healthy ageing, including:

1. Design and maintenance of public spaces and buildings
2. Transportation
3. Housing
4. Social participation
5. Respect and social inclusion
6. Civic participation and employment
7. Communication and information
8. Community support and health services.

The following report summarises the views of respondents as collected in the community survey under the following categories:

1. Survey response and profile of respondents
2. Overarching impressions of the Alexandrina Council region
3. Design and maintenance of public spaces and buildings
4. Transportation
5. Housing and home support services
6. Social participation
7. Social inclusion, civic participation and employment
8. Communication and information
9. Community support and health services
10. Final comments from respondents

1. Survey response and profile of respondents

A total of 110 surveys were returned from 113 respondents. Three surveys were completed by male/female couples who provided different responses regarding gender and age. As a result 113 respondents are reported for these two characteristics, while all other survey questions report 110 respondents. The vast majority of surveys were returned by women (Table 1.1), those aged 60-79 years old (Table 1.2), and those living in the major townships of Strathalbyn and Goolwa (Table 1.3). Almost two-thirds of respondents (62.8%) were long-term residents, having resided in the region for 10+ years (Table 1.4).

Survey questions open to all respondents (i.e. not skip-logic questions) were answered by between 32 and 113 respondents.

Table 1.1: Gender of survey respondents

<table>
<thead>
<tr>
<th>Gender</th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>82</td>
<td>73</td>
</tr>
<tr>
<td>Male</td>
<td>31</td>
<td>27</td>
</tr>
<tr>
<td>Total</td>
<td>113</td>
<td>100</td>
</tr>
</tbody>
</table>

Table 1.2: Age of survey respondents

<table>
<thead>
<tr>
<th>Age (years)</th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>80+</td>
<td>20</td>
<td>18</td>
</tr>
<tr>
<td>70-79</td>
<td>39</td>
<td>34</td>
</tr>
<tr>
<td>60-69</td>
<td>36</td>
<td>32</td>
</tr>
<tr>
<td>50-59</td>
<td>11</td>
<td>10</td>
</tr>
<tr>
<td>30-49</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>No answer</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Total</td>
<td>113</td>
<td>100</td>
</tr>
</tbody>
</table>

Table 1.3: Survey respondents’ place of residence

<table>
<thead>
<tr>
<th>Place</th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strathalbyn</td>
<td>40</td>
<td>36</td>
</tr>
<tr>
<td>Goolwa</td>
<td>37</td>
<td>34</td>
</tr>
<tr>
<td>Port Elliot</td>
<td>14</td>
<td>13</td>
</tr>
</tbody>
</table>
Table 1.4: Survey respondents’ length of residence in the area

<table>
<thead>
<tr>
<th>Length of residence</th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;5 years</td>
<td>21</td>
<td>19</td>
</tr>
<tr>
<td>5 to 9 years</td>
<td>19</td>
<td>17</td>
</tr>
<tr>
<td>10 to 19 years</td>
<td>32</td>
<td>29</td>
</tr>
<tr>
<td>20 + years</td>
<td>37</td>
<td>34</td>
</tr>
<tr>
<td>No answer</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>110</td>
<td>100</td>
</tr>
</tbody>
</table>

2. Overarching impressions of the Alexandrina Council region

Most liked aspect of the area in which people reside

When residents were asked about the most liked aspect of the area in which they reside, the most frequently cited aspects were:

1. The natural environment (including the beaches, river, parks, walking areas, wildlife and clean air)
2. Friendly people and “a sense of community”
3. Country feel and lifestyle
4. Peace and tranquillity
5. Access to good facilities and services (including shopping, medical services, libraries and schools)
6. Access to community groups and activities (including events, sports and activities for older residents)

See Figure 2.1 below.
Aspects that respondents would like to change about their area

When respondents were asked if there was anything they would like to change about their area, the most frequently cited aspects were:

1. Footpath additions and improvements
2. Other infrastructure additions and improvements (wheelchair-friendly streets and shop access, improved street drainage and improved lighting along the river at Goolwa)
3. Road quality and safety improvements (including improved road surfaces, additional pedestrian crossings, larger parking spaces and disabled parking)
4. More public transport options (including a transport service to Adelaide or links to metropolitan public transport)
5. Control/cull Corellas
6. More health services (including retention of existing hospital and 24-hour casualty services)

See Figure 2.2 below.
3. Design and maintenance of public spaces and buildings

Walkability

The vast majority of respondents (86%) walk around their local area, with over half of these people walking ‘Most Days’ (Table 3.1). Approximately two-thirds (63%) of respondents felt they were able to walk to a local shop, three-quarters (77%) to a park, garden or reserve, and two-thirds (65%) to visit friends (Figure 3.1).

Table 3.1: Do you walk around your local area?

<table>
<thead>
<tr>
<th></th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>95</td>
<td>86</td>
</tr>
<tr>
<td></td>
<td>49 – Most Days</td>
<td></td>
</tr>
<tr>
<td></td>
<td>35 – Once or twice a week</td>
<td></td>
</tr>
<tr>
<td></td>
<td>10 – Less often</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>15</td>
<td>14</td>
</tr>
<tr>
<td>Total</td>
<td>110</td>
<td>100</td>
</tr>
</tbody>
</table>
When respondents were asked about a walking path they use regularly:

- 60% reported it did not have seats at regular intervals
- 55% reported it did not have seats with backs
- 65% reported it did not have seats with backs and arm rests
- 43% reported it did not have shade
- 57% reported it did not have even surfaces that were free from trip hazards
- 45% reported it did not have signs to help them find their way
- 40% reported it did not have room for a wheelchair or gopher to pass you
- 42% reported it did not have kerb ramps where they are needed

See Figure 3.2 below.
**Figure 3.2:** Imagine yourself walking a path that you use regularly. Does this walking path have:

![Diagram showing percentage of responses to various path features]

**Perceived safety**

The majority of respondents reported that they felt safe when walking in their area with a companion (80%) and when walking alone during the day (84%). Almost one-third (30%) reported that they felt safe walking alone at night in their area while just over half (51%) reported that they did not (Figure 3.3). When respondents were asked what made them feel less safe, the most commonly reported reasons were:

1. Lack of/poor lighting
2. Potential threat from other people
3. Lack of/unsafe footpaths
4. Vulnerability due to age, poor health or living alone
5. Dangerous traffic

See Figure 3.4 below.
Figure 3.3: Do you feel safe when walking in your area:

Figure 3.4: Reasons respondents feel less safe when walking in their local area

Access to Council facilities and outdoor spaces

When respondents were asked about accessibility of Council facilities and outdoor spaces, the majority of those who provided a valid response believed that Council provided easy access to libraries (88%), Council offices (80%), the
Alexandrina Centre for Positive Ageing (ACPA) (46%), parks (69%), and other Council facilities (18%) (Figure 3.5).

**Figure 3.5: Does Council provide easy access to:**

Of the two respondents that said Council does not provide easy access at Libraries, one visited Goolwa Library and the other lived at Mount Compass and did not visit a library as it was too far away.

Of the eight respondents that said Council does not provide easy access at Council Offices, two visited Goolwa, one visited Strathalbyn and the others did not describe which location they visit.

Of the 10 respondents that said Council does not provide easy access at parks, two visited Horseshoe Bay with one respondent highlighting that the “grass needs a board walk”, and one respondent said they visit all parks in the Council area. The remaining seven respondents did not describe which location they visit.

Five respondents that said other Council facilities are not accessible, highlighting that:

- There is “**Not enough parking at parks.**” (Goolwa resident)

- The “**Beach is not accessible for all. Cycling track does not connect.**” (Goolwa resident)

- “**Coffee shops, stores, pubs – more ramps required.**” (Strathalbyn resident) “**All towns and shops [are not accessible]**” (Langhorne Creek resident) “**Hindmarsh Island – has no footpaths, shade or seats.**” (Hindmarsh Island resident)
4. Transportation

Community transport

Just over half (53%) of respondents were aware of a community transport service in their area (see Table 4.1). Of the 58 respondents who were aware of a community transport service in their area, 41% (n=24) had used the service, while 50% (n=29) had not and 9% did not disclose whether they had used the service. Some commented on the service saying they “…believe it is limited” and “Not very applicable to everyday needs.”

Table 4.1: Is there a community transport service in your area?

<table>
<thead>
<tr>
<th></th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>58</td>
<td>53</td>
</tr>
<tr>
<td></td>
<td>24 – Had used the service</td>
<td></td>
</tr>
<tr>
<td></td>
<td>29 – Had not used the service</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5 – No answer</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>18</td>
<td>16</td>
</tr>
<tr>
<td>Unsure</td>
<td>31</td>
<td>28</td>
</tr>
<tr>
<td>No answer</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>TOTAL</td>
<td>110</td>
<td>100</td>
</tr>
</tbody>
</table>

Other transport utilised

Then respondents were asked about other methods of transport they use, the most commonly used means were:

1. Drive myself
2. Walk
3. Friends or family
4. Taxi
5. Cycle

See Figure 4.1 below.
Figure 4.1: Forms of transport used by respondents (excluding community transport)

Parking

Just over half (57%) of respondents felt that there were safe spaces for parking personal travel equipment at Council facilities, while almost one-fifth (20%) felt safe spaces were available only some/none of the time (Table 4.2).

Table 4.2: At Council facilities, are there safe spaces for parking your bicycle, gopher or other personal travel equipment?

<table>
<thead>
<tr>
<th></th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>63</td>
<td>57</td>
</tr>
<tr>
<td>No</td>
<td>20</td>
<td>18</td>
</tr>
<tr>
<td>Sometimes</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Unsure</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>No answer</td>
<td>24</td>
<td>22</td>
</tr>
<tr>
<td>TOTAL</td>
<td>110</td>
<td>100</td>
</tr>
</tbody>
</table>

5. Housing and home support services

Current housing and suitability for older age

Almost all respondents (87%) reside in a 'separate house with garden' (Table 5.1). Almost one-third (30%) of respondents reported that their home is not currently suitable for people with mobility impairments or other disabilities while a further 11% were unsure (Table 5.2). The most commonly cited reasons for their home not being suitable were:
1. The presence of internal or external steps.
2. An unsuitable bathroom or toilet.
3. Difficulty moving around with mobility devices (commonly due to slim hallways or doorways).

See Figure 5.1 over leaf.

**Table 5.1: Where do you currently live?**

<table>
<thead>
<tr>
<th>Type of housing</th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Separate house with garden</td>
<td>96</td>
<td>87</td>
</tr>
<tr>
<td>Retirement estate</td>
<td>6</td>
<td>5.5</td>
</tr>
<tr>
<td>Unit/apartment with shared garden</td>
<td>6</td>
<td>5.5</td>
</tr>
<tr>
<td>No answer</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>110</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

**Table 5.2: Is your home suitable for people with mobility impairments or other forms of disability?**

<table>
<thead>
<tr>
<th></th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>59</td>
<td>54</td>
</tr>
<tr>
<td>No</td>
<td>33</td>
<td>30</td>
</tr>
<tr>
<td>Unsure</td>
<td>12</td>
<td>11</td>
</tr>
<tr>
<td>Yes/No</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>No answer</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>110</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>
Home modification and access to alternative housing for older age

The majority of respondents felt that it would be easy to modify their home if needed (59%) or reported that their home was already modified to their needs (16%) (Table 5.3). The most common types of home modifications required were:

1. Installation of ramps.
2. Installation of hand raling.
3. Modifications to the bathroom/toilet. See Figure 5.2 below.

For the 16% of respondents who felt that it would not be easy to modify their home if needed, the most common reason cited was the need for major/high cost home renovations (n=8). Others cited the presence of stairs (n=4), the need for moderate home renovations (n=3) and renting (n=1) as barriers to modifying their home.
Table 5.3: Would it be easy to modify your home if needed?

<table>
<thead>
<tr>
<th></th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>65</td>
<td>59</td>
</tr>
<tr>
<td>No</td>
<td>18</td>
<td>16</td>
</tr>
<tr>
<td>Yes/No</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Already modified</td>
<td>17</td>
<td>16</td>
</tr>
<tr>
<td>No answer</td>
<td>9</td>
<td>8</td>
</tr>
<tr>
<td>Total</td>
<td>110</td>
<td>100</td>
</tr>
</tbody>
</table>

Figure 5.2: Types of home modifications required for respondents able to easily modify their home

When residents were asked if they would be able to find a more accessible home in their area if desired, the majority of respondents were unsure (40%) or felt they would not be able to (20%) (Table 5.4).

The main barriers cited were:

1. Lack of availability of suitable property.
2. Price.
3. Current area not suited to housing older people (e.g. steep slopes, too far from shops, transport).

Other barriers cited included parking and small housing block sizes for single level living. See Figure 5.3.
Table 5.4: If you wanted to move to a more accessible home in your area, would you be able to find a dwelling that met your needs?

<table>
<thead>
<tr>
<th></th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>37</td>
<td>34</td>
</tr>
<tr>
<td>No</td>
<td>22</td>
<td>20</td>
</tr>
<tr>
<td>Unsure</td>
<td>44</td>
<td>40</td>
</tr>
<tr>
<td>No answer</td>
<td>7</td>
<td>6</td>
</tr>
<tr>
<td>Total</td>
<td>110</td>
<td>100</td>
</tr>
</tbody>
</table>

Access to and quality of home support services

Approximately one-third (32%) of respondents did not know, or were unsure how to access in-home support services (Table 5.5). The most commonly reported means of finding out about these services by these respondents were to:

1. Ask Council
2. Ask their Doctor/Health Service
3. Ask Alexandrina Centre for Positive Ageing
4. Ask locals/a family member
5. Search the Internet

See Figure 5.4 below.
Table 5.5: If required, do you know how to access in-home support services?

<table>
<thead>
<tr>
<th></th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>72</td>
<td>65</td>
</tr>
<tr>
<td>No</td>
<td>14</td>
<td>13</td>
</tr>
<tr>
<td>Unsure</td>
<td>21</td>
<td>19</td>
</tr>
<tr>
<td>No answer</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>110</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

Figure 5.4: Means of finding out about in-home support services

Almost half (48%) of respondents had utilised in-home support services in the past, of which almost half (n=25) respondents had accessed these services through Council (Table 5.6).

The most common types of in-home support services accessed from any provider were:

1. Cleaning
2. Gardening
3. Personal care
4. Home maintenance
5. Transport

See Figure 5.5 below.
Of the 25 people who had accessed in-home support services through Alexandrina Council almost all (n=23) were either ‘Satisfied’ or ‘Very Satisfied’ with the service. One respondent was ‘Very Dissatisfied’ with the gardening service provided, but ‘Satisfied’ with the cleaning. The remaining respondent did not answer this question. When asked what contributed to their satisfaction or dissatisfaction, the most common attributes cited were ‘Friendly service’ (n=9), ‘Did a good job’ (n=5) and ‘Reliable/on time’ (n=2). The respondent who was dissatisfied with the gardening service provided did not provide a reason for their dissatisfaction.

Table 5.6: Have you used any in-home support services, e.g. cleaning, personal care, garden maintenance?

<table>
<thead>
<tr>
<th></th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>53</td>
<td>48</td>
</tr>
<tr>
<td></td>
<td>25 – provided by Alexandrina Council</td>
<td></td>
</tr>
<tr>
<td></td>
<td>28 – provided by other organisation</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>55</td>
<td>50</td>
</tr>
<tr>
<td>No answer</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Total</td>
<td>110</td>
<td>100</td>
</tr>
</tbody>
</table>

Figure 5.5: Types in-home support services accessed by respondents
6. Social participation

Learning opportunities

Almost 70% of respondents felt that they are able to participate in learning opportunities in their local area. Of the 21 people who felt they were unable to participate in learning opportunities in their local area, 3 explained there were none in their local area and that they were unable to transport themselves, two highlighted health issues and age, two were already busy or not interested and one felt their limited computer knowledge prevented them from participating. Others did not explain their answer.

Table 6.1: Are you able to participate in learning opportunities in your local area?

<table>
<thead>
<tr>
<th></th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>76</td>
<td>69</td>
</tr>
<tr>
<td>No</td>
<td>21</td>
<td>19</td>
</tr>
<tr>
<td>No answer</td>
<td>13</td>
<td>12</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>110</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

Amongst those who felt they were able to participate in learning opportunities, sources of learning that respondents were most aware of were:

1. The University of the 3rd Age
2. Courses program and sessions at libraries
3. Courses programs and sessions at Community Centres.
4. Workers’ Education Association
5. Courses at other venues (e.g. TAFE, ACPA)
6. Online learning (e.g. Duolingo, other learning available via Internet) See Figure 6.1 below.
When asked about learning opportunities residents would be interested in, respondents suggested:

- Computer courses (e.g. iPad, Internet, social media, storing photos on disk, software such as MYOB) (n=13)
- Film and photography courses/groups (n=3)
- Access to festivals (e.g. Festival of Ideas) (n=2)
- Health and fitness courses (e.g. First Aid) (n=2)
- Craft and games courses/groups (n=2)
- Mobile phone courses (n=1)
- Home brewing courses (n=1)
- Improved access to TAFE/WEA (n=1).

**Council events**

When respondents were asked about accessibility of Council’s general community events:

- 82% felt that the venues are easily accessible
- 67% felt the times are suitable for them
- 75% felt they were able to attend on their own
- 75% felt they are affordable.
When respondents were asked to comment on any Council events they had attended, an even mix of positive and negative comments were provided. Those providing positive feedback spoke of various Council events being “good”, “great”, “excellent”, “enjoyable” and “well run” as demonstrated by several respondents’ comments below:

“All are well and informed and thought out in most cases.”

“I have attended many performances at the Centennial hall in Goolwa, Just add Water. All have been excellent.”

“I have enjoyed NAIDOC celebrations. Writers week live cast.”

Those providing negative feedback highlighted lack of notification, limited access, expense and feeling as though they were unwelcomed as aspects that could be improved about Council events. Some examples of comments are provided below:

“Australia Day Breakfast this year there was NO notice in shops etc to enlighten us it was on, where and time.”

“Wooden boat festival only had one gate to go in and some old people had to walk a long way when they turned up at the wrong gate.”
“As these events are at Goolwa again it requires people to drive and PARK - limited facilities during major events.” “Some events at hall can be expensive.”

“Honestly a long time ago, I got put off when I wasn't welcomed.”

When respondents were asked about particular events they would be interested in, the most frequently mentioned were:

- Arts events and programs (e.g. Fringe, exhibition openings) (n=8)
- Music concerts and events (n=8)
- Festivals (e.g. continued sharing of Writers Week, town events similar to Goolwa Alive, access to Thinkers in Residence) (n=4)
- Sports events (e.g. sailing) (n=2)
- Community celebrations (e.g. community twilight BBQs in the park) (n=2).

### Intergenerational activities

Around half (49%) of respondents reported they participate in activities involving people of all ages, while 44% did not take part such activities (Table 6.2).

**Table 6.2: Do you participate in any activities that involve people of all ages, including children and young people?**

<table>
<thead>
<tr>
<th></th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>54</td>
<td>49</td>
</tr>
<tr>
<td>No</td>
<td>48</td>
<td>44</td>
</tr>
<tr>
<td>No answer</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>TOTAL</td>
<td>110</td>
<td>100</td>
</tr>
</tbody>
</table>

When respondents were asked what kinds of activities they thought could bring the generations together, the most commonly suggested were:

- Christmas pageants and carols (n=12)
- Sports and games (e.g. beach and surf activities, junior/master sports carnivals, children’s sailing) (n=12)
- Community events (e.g. community BBQs, family events in the park, outdoor movies, Goolwa Alive, Boat and Beach Festival, Wooden Boat Festival) (n=11)
- Music concerts (e.g. open air) (n=9)
Art and craft activities (e.g. woodwork, knitting) (n=9)
Music, dance, singing and drama activities (n=8)
Food activities and events (e.g. picnics, food markets and festivals) (n=7)
Historical events (e.g. ANZAC service, Australia Day Breakfast) (n=7)
Church activities (n=7).

7. Social inclusion, civic participation and employment

Age-inclusiveness of Council services and facilities

Almost 70% of respondents felt that Council customer services and libraries were sensitive to the needs of older people, while most of the remainder were unsure (20%) (Table 7.1).

Table 7.1: When you use Council customer services and libraries, are they sensitive to the needs of older people?

<table>
<thead>
<tr>
<th></th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>76</td>
<td>69</td>
</tr>
<tr>
<td>No</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Yes/No</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Unsure</td>
<td>20</td>
<td>18</td>
</tr>
<tr>
<td>No answer</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>110</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

When respondents were asked about the appropriateness of Council facilities for older people:

- 69% reported there are places to sit while completing forms/talking to staff
- 75% reported the toilets are clean and accessible
- 17% reported there is assistance available for hearing impairments, while 71% were unsure
- 16% reported there is assistance available for visual impairments, while 75% were unsure
- 5% reported there is assistance available for people who don’t speak English well, while 84% were unsure. See

Figure 7.1 below.
Participation in Council consultations

Only one-third (34%) of respondents reported commenting on Councils plans and activities in the previous two years (Table 7.2). When respondents were asked what topics they gave input on, the most commonly mentioned issues were:

- Council strategic planning, financial planning and economic development (e.g. changes to rates, Council Financial Plan, 30-year Plan) (n=8)
- Urban development/growth and town planning (e.g. Strathalbyn Town Plan) (n=8)
- Community activities (e.g. for young people, ACPA programs, the arts) (n=8)
- Infrastructure (e.g. Signage, footpaths, Goolwa Beach carpark, skate park at Mount Compass, community garden at Mount Compass) (n=7)
- Parks and environmental management (e.g. Horseshoe Bay, walking trails, tree planting in Strathalbyn, bird culling, dog-friendly spaces and places) (n=7)
- Rubbish collection (n=4).
Table 7.2: Have you responded to the Alexandrina Council’s invitations to comment on its plans and activities in the past 2 years?

<table>
<thead>
<tr>
<th></th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>38</td>
<td>34</td>
</tr>
<tr>
<td>No</td>
<td>68</td>
<td>62</td>
</tr>
<tr>
<td>Yes/No</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>No answer</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>TOTAL</td>
<td>110</td>
<td>100</td>
</tr>
</tbody>
</table>

Of those who had participated in Council consultations in the last two years, the majority of respondents (70%) rated their experience as either “Very good” or “Good” (Figure 7.2).

When respondents were asked how Council supported their participation in the consultation process, nine respondents said Council listened/responded to their input (with/without action), six said they received an invitation or reminder to comment, four said workshops and consultation sessions were held, one was able to have a consultation over the phone and another cited My Say website. Four respondents said they received no response from Council while one other felt they had “no support”. Another respondent felt that the use of consultants hindered the consultation process and outcomes saying:

“Unfortunately the Council used consultants who were out of touch with the Goolwa/Alexandrina community and didn’t make the use of input from the Community.”
When respondents were asked what prevented them from participating in the consultation process, the most frequently cited factors were:

Time (n=17)
Not being aware or notified of the opportunity (n=9)
Not interested/doesn’t affect me (n=8)
Age/Health condition (n=8)
Venue not accessible (n=5).

Three residents commented that they felt Council lacked interest in people’s views saying:

“They talk but no action”

“I don’t believe the Council really wants a consultation process based on past experience (more than 2 years ago).”

Some respondents who had provided input to Council within the last two years also commented on what prevented them from participating – their comments are included in the summary above.

Employment, unpaid work and volunteering

Few residents (10%) reported being involved in paid work (Table 7.3). For those respondents involved in paid work, hours ranged from 3 hours up to 56 hours, with the majority (n=8) working less than 22.5 hours per week.

Table 7.3: Are you involved in paid work?

<table>
<thead>
<tr>
<th></th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>11</td>
<td>10</td>
</tr>
<tr>
<td>No</td>
<td>96</td>
<td>87</td>
</tr>
<tr>
<td>No answer</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>TOTAL</td>
<td>110</td>
<td>100</td>
</tr>
</tbody>
</table>

Almost one-fifth (18%) of respondents were involved in caring for another person (Table 7.4). For those respondents involved in caring for another person, hours ranged from 2 hours per week to “24 hours/7 days a week”. Just under half (n=9) cared for someone more than 30 hours per week, while the majority of the remainder cared for someone less than 7.5 hours per week.

Table 7.4: Are you involved in caring for another person?

<table>
<thead>
<tr>
<th></th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>20</td>
<td>18</td>
</tr>
</tbody>
</table>
The majority (84%) of respondents felt there were opportunities to volunteer in their local community (Table 7.5). Of those who reported there were not appropriate opportunities to volunteer, most respondents cited “Poor health” (n=4) or “Old age” (n=4) as reasons for this, presumably because the volunteering opportunities available require a minimum level of independence and ability.

<table>
<thead>
<tr>
<th></th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>92</td>
<td>84</td>
</tr>
<tr>
<td>No</td>
<td>11</td>
<td>10</td>
</tr>
<tr>
<td>Yes/No</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Unsure</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>No answer</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>TOTAL</td>
<td>110</td>
<td>100</td>
</tr>
</tbody>
</table>

Table 7.5: Are there opportunities to volunteer in your local community?

Just over half (58%) of respondents reported that they participate in volunteering (Table 7.6). For those respondents involved in volunteer activities, hours ranged from 2 hours a month to 30 hours per week, with over two-thirds of respondents (n=46) volunteering ≤7.5 hours per week.

<table>
<thead>
<tr>
<th></th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>65</td>
<td>59</td>
</tr>
<tr>
<td>No</td>
<td>37</td>
<td>34</td>
</tr>
<tr>
<td>No answer</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>TOTAL</td>
<td>110</td>
<td>100</td>
</tr>
</tbody>
</table>

Table 7.6: Do you participate in any volunteer activities?

Volunteers donate their time and skills in a diverse range of areas, including:

- For the care and wellbeing of older residents (e.g. ACPA/Community Connect, Heart Foundation Walking Group, Mount Compass Lifestyle Group, Tai Chi group, Meals on Wheels) (n=16)
- Art and craft groups/organisations (n=9)
- Environmental groups (e.g. Coastcare, Bush for Life, wildlife rescue) (n=6)
- Gardening and maintaining a public space (e.g. Soldier’s Gardens, community garden), to community centres (n=6)
To a committee (e.g. Community Memorial Hall Committee, South Australian Residential Parks Residents) (n=5) Community radio (n=5).

When respondents were asked if there were any other areas of volunteering they’d be interested in, the most commonly mentioned were:

- Providing services for older people (e.g. aged care, Meals on Wheels, transport, visiting isolated community members) (n=10)
- Working with children (e.g. sharing skills) (n=3)
- Assisting with computer access/learning (n=2)
- Assisting at the Visitor Information Centre (n=2)
- Assisting at an Op Shop (hospital, Church) (n=2)
- Gardening (n=2).

8. Communication and information

Access to public computers and the internet

Three-fifths (60%) of respondents reported they had access to free public computers with internet (Table 8.1). Of these, 80% (n=53) nominated their local library as the location at which they could access this service. Other sources mentioned were the Port Elliot Library Depot (n=2), Port Elliot IT Access Centre (n=2) and their own retirement village’s public computers (n=3).

Table 8.1: Do you have access to free public computers with internet access?

<table>
<thead>
<tr>
<th></th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>66</td>
<td>60</td>
</tr>
<tr>
<td>No</td>
<td>21</td>
<td>19</td>
</tr>
<tr>
<td>Unsure</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>No answer</td>
<td>15</td>
<td>14</td>
</tr>
<tr>
<td>TOTAL</td>
<td>110</td>
<td>100</td>
</tr>
</tbody>
</table>

9. Community support and health services

Access to information about health and social services for older people

The vast majority (90%) of respondents felt they were able to access information about health issues and programs that support physical activity and social connection (Table 9.1). When asked which sources they would most likely use to find out such information, the most frequently mentioned were:
1. Doctors
2. Library
3. Local newspaper
4. Chemists
5. Council offices
6. The Internet. See Figure 9.1 below.

The most common sources reported by those who responded “Other” were friends/word of mouth, community radio and ACPA.

For those respondents who commented on which information source they find the most useful, the Internet was the most frequently cited (n=16) due to its convenience and up-to-date information, followed by Doctors (n=15) as they are helpful and provide personalised advice, Library (n=11) as it is convenient and provides a range of information, Local newspaper (n=10) as it is convenient and provides the necessary information, and Council Offices (n=10) as it is convenient and provides a “wealth of information”.

Table 9.1: Are you able to access information about health issues and programs that support physical activity and social connection?

<table>
<thead>
<tr>
<th>Access Ability</th>
<th>Number of respondents</th>
<th>% of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>99</td>
<td>90</td>
</tr>
<tr>
<td>No</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Sometimes</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>No answer</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>110</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>
10. Final comments from respondents

Further suggestions to make Council area more age-friendly

When asked if they had any further suggestions for making their Council an even better place to grow older, respondents confirmed many of the same themes raised earlier when asked about aspects they'd like to change about the area in which resided. The most frequently mentioned suggestions were:

1. Footpath additions and improvements

2. Improved access to public transport (including a community bus travelling between the outskirts of town and town centre, and a transport service to nearby major towns like Victor Harbor, Mount Barker and to Adelaide). This is illustrated by one resident's comment:

   "Sadly many of our older residents in Mount Compass have to leave when they get to a certain age (they don't want to leave) can't drive - need to get to shops, doctors, hospital, physio, dentist etc. We have no community bus."

3. Other infrastructure additions and improvements (wheelchair-friendly streets and shop/beach access, accessible seating with backs along pathways and at parks, additional shade trees especially near seating, better lighting)
4. Road quality and safety improvements (including additional pedestrian crossings, reducing “through-traffic” through towns, and more parking spaces and disabled parking)

5. Improved access to activities for older residents (including more activities, improved communication about existing activities).

See Figure 10.1 below.

![Figure 10.1: Further suggestions for making Council area an even better place to grow older](image)

**Issues of greatest importance to respondents**

When respondents were asked which issues they’d discussed were the most important, the most commonly nominated issues were:

1. Footpath additions and improvements
2. Other infrastructure additions and improvements
3. Improved access to public transport
4. Improved access to activities for older residents
5. Road quality and safety improvements
6. Improved community consultation processes (including holding more public meetings to discuss issues, notifying people of community consultations with sufficient time to comment/attend, providing feedback)
on consultations/surveys, greater interaction between Councillors and residents).

See Figure 10.2 below.

**Figure 10.2: Issues of greatest importance to respondents**

![Bar chart showing the number of respondents for various issues]

- **Footpath additions and improvements**: 23 respondents
- **Other infrastructure additions and improvements**: 16 respondents
- **Improved access to public transport**: 12 respondents
- **Improved access to activities for older residents**: 10 respondents
- **Road quality and safety improvements**: 6 respondents
- **Improved community consultation processes**: 6 respondents